



HEADQUARTERS, UNITED STATES FORCES KOREA

UNIT #15237
APO AP 96205-5237

REPLY TO
ATTENTION OF:

FKCC

6 April 2010

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Forces Korea (USFK) Command Policy Letter #16, Sponsorship and In-Processing

1. This policy supersedes USFK Command Policy #16, Sponsorship and In-Processing, dated 1 July 2009. This policy remains in effect until specifically rescinded or superseded. This policy is applicable to members of all Services, DoD civilian employees and spouses of both.

2. References:

- a. [USFK Regulation 614-2](#), In-Processing Orientation Program, 12 December 2009.
- b. [Army Regulation 600-8-8](#), The Total Army Sponsorship Program, 4 April 2006.
- c. [Air Force Instruction 36-2103](#), Individual Newcomer Treatment and Orientation (INTRO) Program, 3 June 1994.
- d. [Operations Navy Instruction 1740.3B](#), Command Sponsor & Indoctrination Program, 25 August 2005.
- e. [Marine Corps Order 1320.11E](#), Personnel Sponsorship Program, 21 July 1996.

3. Enhancing quality of life in Korea is one of my highest priorities. Sponsorship programs are essential to this priority for our incoming Service members, civilian employees and their families, and I charge commanders and leaders with ensuring their programs accomplish the mission in a positive way. Sponsorship is an education process that involves good training, early contact and continuous follow through in welcoming inbound personnel to the USFK Family. Sponsorship begins upon the inbound member's receipt of assignment instructions and continues until the member has become an integral member of the command and is fully cognizant of all policies, programs, installation services, and introduction to the Korean culture. We must provide all inbound personnel with a positive impression of our units, installations, and the Republic of Korea.

4. The baseline standards of the USFK Sponsorship Program and survey requirements are at enclosure 1.

5. Service Component Commanders will ensure that a trained sponsor is assigned to all inbound military and government civilian personnel within 10 working days of assignment notification to the unit. We must have sponsors who will be available to assist new personnel through their first two weeks of arrival. In cases where a member arrives without having been appointed a sponsor, I expect a trained sponsor to be assigned immediately. Commanders will create a pool of motivated, properly resourced, and well-trained sponsors that enable the unit to properly welcome and in-process new arrivals and their family members.

6. I expect installation Commanders to provide spouse friendly orientations on services and support programs available in the community and to introduce new arrivals to the Korean culture. Spouse orientation will be separate from the regular service member mass inprocessing. Installation Commanders will also provide approved child care services during spouse orientations.

This letter can be found at <http://www.usfk.mil>

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7. Service Component Commanders will ensure the use of centralized in-processing. USFK Regulation 614-2 Inprocessing and Orientation Program provides a checklist of mandatory training events for newcomer orientation. Newly arrived personnel benefit by learning how to avoid and prevent problems before they and their families experience hardship. Commanders may modify the order of the newcomer orientation course of instruction and also add local or Service specific procedures as required.

8. Every good sponsorship program must have a direct and immediate feedback mechanism to be effective. Therefore, I have directed that all inbound Service members and DoD civilians complete the USFK Sponsorship Survey (v2) within 30 days of arrival. Family members are also encouraged to provide feedback on this survey. This survey can be found on the USFK home page at www.usfk.mil. See the survey link on the right side of our web site. Service Component Commanders will ensure that completing this survey requirement is added to each Sponsor's checklist.

9. I am totally committed to supporting new personnel quickly and professionally to provide a positive first impression of the USFK family. Commanders and sponsors will ensure that newly arriving personnel complete in-processing and will not consider those Service members or civilians available to their units for job assignments, guard rosters, details, extra duty, physical fitness training or other requirements until the in-processing checklist is complete (except for completion of the USFK Sponsorship Survey, service members have up to 30 days to complete this requirement). Only Service Component Commanders have the authority to temporarily excuse a Service member or civilian from in-processing for a crisis or matter of urgent command interest. The Service member or civilian will resume in-processing as soon as possible after the matter or crisis is resolved.

10. POC for this policy is USFK, J1 Personnel Policy and Programs Branch, DSN 723-5623, usfkj1jmod@korea.army.mil.

Encl
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WALTER L. SHARP
General, U.S. Army
Commander

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Enclosure 1 – USFK Sponsorship Program Baseline Standards:

1. Service Component Commanders will appoint a Command Sponsorship Program Manager (CSPM) who will coordinate all sponsorship requirements for their command (Ref [USFK Reg 614-1](#) Military Command Sponsorship Program, Para 5f). The CSPM will collect and maintain all service component specific sponsorship surveys for Service inspection purposes (e.g., Command Inspection Program or IG inspection). Each Service component CSPM will be responsible to ensure that all Command Sponsorship approved actions are recorded in the [USFK J1 database](#) for accuracy and completeness.
2. Service Component Commanders and sponsors will ensure all permanently assigned inbound personnel and TDY personnel complete USFK Regulation 350-2 [Theater Specific Required Training](#) prior to or upon arrival so that they are trained and prepared to serve in Korea. Click on "[Training Instructions](#)" for a step-by-step process to complete this requirement.
3. Commanders will ensure sponsors are appointed, in writing, within 10 working days of assignment notification. Sponsors will be of equal or higher grade of the incoming Service member or civilian and have the same tour status (e.g., accompanied personnel sponsoring accompanied inbound personnel). In cases where a Service member arrives without having been appointed a sponsor, trained sponsors will be assigned immediately. Commanders will create a pool of motivated, properly resourced, and well-trained sponsors that enable the unit to properly welcome and in-process new arrivals and their family members.
4. Sponsors will use the [USFK Sponsor Talking Points](#) to inform inbound personnel of tour length and incentive options, reinforcing the 3 year accompanied tour. Three year tours should be offered as much as possible.
5. Commanders will ensure that sponsors send a Welcome Letter and Welcome Packet from the local installation within 10 working days of the date they are appointed to sponsor a specific inbound member. The Welcome Letter must contain contact information including Sponsor's mailing address, email address, DSN and commercial phone numbers. Sponsors will establish positive contact and maintain contact at least monthly until arrival.
6. Sponsors will ensure that orders for all eligible inbound personnel are submitted to the local installation housing office to establish housing availability and to put the inbound Service member's family on an advance waiting list. Normally, the eligibility date is the date departed previous duty station. No official offer can be made until the Service member physically arrives in-country and in-processes the installation housing office.
7. Sponsors will meet inbound personnel face-to-face to welcome new personnel upon arrival to their installation and provide any assistance required during their first night in Korea. Sponsors who pick up their inbound personnel at the airport will check in with the Theater Reception Center (1RC desk) near Exit #14 at Incheon Airport to let them know they are transporting new personnel to their new installation (safety and accountability is mandatory for all personnel being picked up at the airport). Bus transportation to [Yongsan](#) is free. Buses to [Osan AB](#) and [Kunsan AB](#) are available for a nominal fee.
8. Sponsors will assist inbound personnel to secure reservations for temporary lodging prior to arrival.
9. Sponsors will inform the inbound member of the inbound member's USFK mailing address or obtain a mailbox in the local community mailroom. Community mailrooms require newcomer's orders to obtain a mailbox.
10. Service Component Commanders will ensure sponsors assist new arrivals with check-in procedures and familiarization with the immediate area and installation facilities during the first few days after their arrival.

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11. Installation Commanders will ensure that spouse orientations are offered weekly and will provide child care to allow the spouse to attend the orientation in a relaxed environment. Spouse orientations are highly encouraged and should be attended within 30 days of the arrival of the spouse.

12. Unit leaders and Sponsors will ensure that all eligible family members receive their permanent ration control cards within 30 days of arrival to their installation.

13. Sponsors will provide new arrivals with the name and phone number to the unit Noncombatant Evacuation Operation (NEO) Warden within 10 days of arrival. Unit personnel officers will provide NEO Wardens with the rank/name of new personnel arriving with their family. NEO Wardens will ensure that new personnel complete their NEO packets within 30 days of arrival.

14. Newly arrived military and government civilians will complete the [USFK Sponsorship Survey \(v2\)](#) located on the USFK home page at www.usfk.mil no later than 30 days after arrival. Sponsors will ensure this is accomplished and report completion to their unit personnel officer / Command Sponsorship Program Manager. Family members are strongly encouraged to also complete the USFK Sponsorship Survey to ensure we have their feedback.

15. Service Component Commanders will report survey results at the USFK Quarterly Commander's Conference base on format provided by Commander's Initiative Group.